Board of Directors Meeting Minutes
September 7, 2006
1:30 p.m. – 4:00 p.m.
Legislative Services Building
200 E 14th Ave.
Audit Hearing Room, 1st Floor
Denver, CO

I.   Call to Order: 1:35 p.m. Chairman Cadman

A.   Roll Call

Arrowsmith, Cadman, Cooke, Dennis, Feingold, Jenik, Picanso, Sobanet, Williams, T.

Excused: Marroney, May, Wells

Quorum Established

B.   Introduction of Audience

C.   Approval of August 3, 2006 Meeting Minutes of the SIPA Board of Directors

Representative Cadman called for a motion to approve the August 3, 2006 minutes.

MOTION: to approve the August 3, 2006 SIPA Board of Directors meeting minutes.

Jenik/ Sobanet

APPROVED UNANIMOUSLY

Chairman Cadman turned the meeting over to Vice Chair Jack Arrowsmith.

II.   Committee Reports

A.   Business Committee, Michael Cooke
Michael Cooke reported that the Business Committee met to work on the business plan update. The committee made a number of changes, and a new version of the plan has been circulated to all committee members for review. The Business Committee hopes to bring a final draft to the full Board in October for approval.

ACTION ITEM: The Business Committee will review the first draft of the revised business plan, and the committee hopes to bring a final draft to the Board for approval in October.

Michael Cooke also mentioned that the Business Committee discussed single login during the meeting, and Gregg Rippy would provide an update on the topic during his report.

B.   **Contracts Committee, Gregg Rippy**

Local Government EGE Agreement

Gregg Rippy reported that there are some very exciting things happening with contracts. He stated that the Douglas County EGE is signed and completed. He explained that there was a meeting this morning with representatives from the City and County of Denver. He added that Sara Harmer from the City and County of Denver, who introduced herself at the beginning of this Board meeting, shared in the meeting earlier that Mike Locatis is supportive of the portal. Mr. Locatis has excitement in trying to find a relationship for a mutually beneficial manner. Therefore, SIPA is trying to move forward with some kind of an agreement with Denver. Gregg Rippy explained that Richard Westfall apologizes for not being here as he had a conference to attend in Colorado Springs, however he was able to meet with the representatives from the City and County of Denver this morning.

Discussion:

Jack Arrowsmith stated that he wanted to publicly thank Gregg Rippy and Richard Westfall for their help on the EGE Agreement. He explained that the agreement almost blew up, but everything fell into place after many phone calls.

Gregg Rippy explained that House Bill 06-1343 is what could have caused the agreement to blow up. He explained that the bill states that anybody providing services to a governmental agency must be a participant in a national security pilot program. Gregg Rippy noted that Senate Bill 06-33 is also going to need some work in the legislative session. There are some very interesting contradictory provisions, but this is a huge issue in getting the language in there that is in compliance with the statute that took effect August 6. Douglas County knew that they needed to be in compliance with the statute. SIPA would have had to deal with the issue down the road as well, so we accepted the Douglas County language. Gregg Rippy asked if any of the executive directors had seen any language from CDLE in regards to House Bill 1343. Gregg Rippy explained that HB 1343 requires that CDLE come up with the appropriate language to be in accordance with the statute.

Gregg Rippy added that SIPA has EGE agreements with ten agencies, and applications continue to move forward. He noted that a comfort level with EGE Agreements is being established in

terms of what the agreement is and is not. He added that it is becoming clearer that the guts of a project are included in the subsequent work order.

SIPA Office Space

Gregg Rippy mentioned that another contract issue has to do with the space SIPA is trying to move into at DPA. He reported that he just received the new numbers today. He added that in the meantime, CI has been very gracious in letting us stay with them.

C.   Finance Committee, Henry Sobanet

Henry Sobanet reported that SIPA is more than solvent at the current time. He stated that the Board should have received a side- by -side profit and loss for June and July as well as a July balance sheet. He explained that the budget was very conservative, and revenues outpace the original projections. He stated that the intention of the left over is to be put back in for portal services. SIPA is in very good shape financially in terms of revenues and expenses.

D.   Personnel Committee, Rep. Cadman

No report.

III.   New Business

A.   Executive Director Report, Gregg Rippy

Web Templates and Colorado Branding

Gregg Rippy reported that, as the Board directed him to do so last month, he met with Brian Vogt and Stefanie Dalgar at the Office of Economic Development and International Trade (OEDIT). During the meeting they reached an agreement on how agencies could have some flexibility on the templates, while at the same time maintaining the Colorado branding. Also, the sliver banner will be changed to say: "Welcome to Colorado.gov the official Site of the State of Colorado".

Gregg Rippy stated that Bob Feingold brought some feedback from the Department of Human Services that they were concerned that the templates keep changing. Gregg Rippy stated that now we are in a position where it will work, and we can focus on branding Colorado.

Fiscal vs. Calendar Year

Gregg Rippy reported that another action item was to revisit the State Auditor's Office to discuss the issue of SIPA's desire to operate on a fiscal rather than calendar year. SIPA Legal Counsel reviewed the statute and believed that it

outlined reasoning for SIPA to operate on a fiscal year. However, the State Auditor's Office believes the statute is silent except for the audit for the state legislature. Legal Counsel continues to discuss the issue with the Attorney General's representative for the State Auditor's office. This is not forthcoming today, but we will continue to move forward. Gregg Rippy also stated that if SIPA could not achieve a fiscal year through these discussions, then some legislative clean up would help so that SIPA could operate on a fiscal rather than calendar year.

Discussion:

Henry Sobanet stated that it is unfortunate that the State Auditor is driving the expense on the portal for something that is not really a big deal. It's unfortunate because it's not fun to pay where we don't need to pay.

Gregg Rippy stated that he is confident that Hale-Friesen, LLP has been more than fair with billing. He added that he could talk about Richard Westfall since he is not here. Gregg Rippy noted that Richard Westfall gets as excited about this portal as any of us here, which is an added benefit.

Single Login

Gregg Rippy reported that he went before the Business Committee to present the concept of single login and ask that the Board not to require a single login solution at this time.   Gregg Rippy stated that in talking with the agencies and CIO's, there isn't currently a demand for the solution.

Gregg Rippy explained that at the NIC Partner Conference, Montana gave a full presentation about their implementation of single login. After the presentation, Gregg Rippy asked the representatives from Montana how important single login would be for a "buy in state" such as Colorado where we cannot mandate.

Gregg Rippy explained that Montana's response was that it would be no value at all. If a citizen goes to one agency where they have to login and to a non-participating agency, it doesn't do the citizen any good.   Gregg Rippy stated that at this juncture, he did not believe that it was a good use of Authority money to implement this. Another part of single login is that many agencies still require another layer of authentication, and therefore the benefit of single login is lost. Gregg Rippy stated that it has been over 24 months since SIPA issued the RFP. As SIPA has evolved, Gregg Rippy would recommend and ask that the Board not require the implementation of single login as the RFP originally requested.

Discussion:

Michael Cooke stated that the Business Committee discussed the issue and agreed to recommend not moving forward with single login at this time.

Gregg Rippy explained that Dan Wenger of SysTest Labs went with him to DPA, as DPA is going forward with some projects. The purpose of the visit was to make sure that hooks were in place if SIPA decided to move forward with single login. Gregg Rippy asked CI if the portal was in the right place in terms of infrastructure because if we walk away from this earmarked fund, the money might not be available sometime down the road if we decide to move forward.

Greg Jenik asked what the cost would be in today's dollars, as Gregg Rippy alluded to potentially moving forward with the project at some point in the future.

Gregg Jenik answered that the project was proposed at 750 thousand dollars. He stated that it would be very difficult to try and guess where technology would be in two to three years. He stated that the bigger piece is probably ID management. If we are going to see a move or drive for ID management, it might be from Homeland Security. The portal could certainly be a good conduit, but funding would come from a different appropriation. Gregg Rippy stated that his job is to make sure that SIPA isn't spending money wastefully. SIPA doesn't want to spend money just because we have it.

John Picanso asked what benefits Montana felt for the project even though they are a centralized state. He stated that he wants to make sure that everyone knows the reasons we are not doing single login is not just because Colorado is a decentralized state.

Gregg Rippy stated that Montana is getting pushback even though they are centralized. He stated that as he was first exposed to single login, there is a major difference between authentication and authorization. In talking to DORA regarding authentication, they do not want the portal authenticating and authorizing into the division of real estate, for example.

John Picanso stated that he was at the Montana presentation and he knew that there was a benefit slide, but he missed it.

Rich Olsen stated that Montana thought the biggest benefit would be that it would be most beneficial to the customer. For example, if you were a dentist and a fisherman, you could go online one time and take care of all of your business.

Greg Jenik asked what percentage of people went to more than one spot after signing on. It is kind of questionable whether or not one person would be doing all of their business from one spot. He asked if there was any data.

Rich Olsen stated that Montana doesn't have any data yet, as they are just rolling out the project.

> **MOTION**
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> To affectively amend the menu of purchased services SIPA will pursue to exclude single login for the time being or until SIPA procures from other funds. This does not preclude single login down the road, but for the time being SIPA will not pursue this as an initiative.

Sobanet/ Feingold

Discussion:

Gregg Rippy added that this amendment would also be included in the business plan.

APPROVED UNANIMOUSLY

Trip to Oregon

Gregg Rippy reported that the state of Oregon called and was desirous of looking at a self-funded portal, and therefore Gregg Rippy went to Oregon with NIC representatives to discuss the self-funded model with executive directors from ten Oregon state departments. He explained that it was enlightening to see how the problems are much the same there as they are here. It was very interesting to be able to talk with them and give feedback on the self-funded model. Gregg Rippy noted that Oregon is a little bit worried, as they have a TABOR initiative on the ballot as well.

Discussion:

Jack Arrowsmith stated that several people were in attendance at the NIC Partner Conference, and he asked if anybody wanted to share their experience.

Jack Arrowsmith shared that he attended the presentation by Cathilea Robinet, which was fascinating. He stated that she always gives a big picture view. She talked about how in Finland, you can buy a soda out of a machine with your cell phone, for example.

John Picanso stated that he was only there a couple of hours, but he was able to see the Montana and Colorado presentations. He stated it was a good experience.

Jack Arrowsmith added that it was a wonderful opportunity.

Gregg Rippy asked Board members if they had been contacted with the sign on information for the NIC Partner Portal. He encouraged Board members to look at the applications across the nation. Gregg Rippy added that it was a little bit dangerous having Representative Cadman and Senator May at the conference because they wanted to implement all of the applications they saw presented. Gregg Rippy stated that a benefit to having NIC as are partner is the ability to move forward with some of these applications.

B.   General Manager's Report, Rich Olsen

Rich Olsen stated that it was great to host the Partner Conference in Colorado. There was a lot of great information passed.

Rich Olsen stated that there is so much going on in the portal that he would go through the GM report from start to end.

Content Management

Rich Olsen reported that content management is going great. In August, the following agencies completed training: Department of Revenue, Department of Health and Environment, Office of Information Technology, Department of Agriculture programs- Plants, Brands, Animals, Information Technology, Public Information Office, Markets, and Inspection and Consumer Services.

Rich Olsen added that this number would continue to go up steadily. Rich Olsen added that the training has been slightly altered. The original thought was to put people through training and then give them access to the system. However, this didn't work because they hadn't architected their site, so they had to go to their site and clean it out, etc. By the time this was done, they had forgotten the training. Now, the first thing will be to bring agencies in to help them architect their sites. Then a week later, we will go through the training with them and then give them access. This will be much more effective.

Application Queue

Rich Olsen reported that the application queue is growing pretty quickly. The payment engine is now being modified for requirements by several departments to have multiple dispersments. The press releases for Google and Greg Jenik's recent reappointment went out nationally. The Best of the Web awards were announced in August, and CI is now analyzing the top ten. When it is time for the refresh, CI wants to incorporate the best practices into Colorado.gov.

Discussion:

Bob Feingold asked if there are any plans to make Best of the Web nominations for Colorado.

Rich Olsen answered that it is Jill Janicki's (marketing executive) job to make sure that Colorado wins awards. On a side note, he mentioned that Michigan received first place, but NIC portals received second through fifth places.

Project Report

Interactive Driving Records
Rich Olsen reported that CI is working on several projects, and several applications are getting ready to go live. He stated that Interactive Records (Motor Vehicle Records) is about to go live. They are weaning folks off of getting the entire database. This will allow them to check records on the graphical user interface (GUI), and the other is for point to point.

Discussion:

Michael Cooke stated that a lot of work has gone into the project, and she's glad that it is moving forward. She added that it doesn't sound like it's that big, but actually it is very important.

Rich Olsen explained that there would be no marketing surrounding the launch of the project. It will not be released in the general public, but it will be very important to those groups who use it.

> Feedback Utility
> Rich Olsen explained that there would be a new feedback utility on all applications giving users the ability to grade applications. This will populate the database, and then reports can be generated and delivered to the Board.

> Work Areas
> Work areas have been built for the IMC and SIPA, utilizing the content management system. These areas allow for a secure login for document management. This is a simple service that can be done through the content management system.

> Google
> Rich Olsen reported that the Google service has been very popular. There have already been 13 requests for the Google search. So far, DPA, SOS and CISO have been the biggest users of the service.

Discussion:

Bob Feingold asked about the difference between "completed" and "live".

Rich Olsen answered that "completed" means that CI has taken the project as far as possible, and now it has to be turned over to the EGE.

Henry Sobanet stated that an example of "completed" would be There Ought to Be a Law. CI did all the work and turned it to the Governor's Office, and the Governor's Office decided not to move forward. It's complete and ready to go, but it hasn't been turned on.

> *Active Development*

> Rich Olsen explained that Auto Dealer Salesperson Licensing should have gone live three weeks ago, but 1023 prohibited that from happening. We had to wait on a couple of things from DOR and AG on the best way to reengineer the application. It is in testing right now, and the marketing is all set to go. This has already been presented to the Auto Dealers Association, and it will be the first application to use a credit card through the payment engine.

> Rich Olsen added that several groups want to use the payment engine, and Douglas County will be one of the first.

Rich Olsen reported that Online Vehicle Registration has been kicked into high gear over the last week. DOR has said to put all hands on deck to get it live as soon as possible. It will be awesome, and it will be the biggest media splash of the year.

Discussion:

Bob Feingold asked if the tax payment application was only for annual taxes or if it was quarterly as well.

Michael Cooke responded that it would be part of the tax portal, and they are trying to add sales tax to it.

Rich Olsen stated that the Netfile project is going well, but the sales tax portion is on hold. He hopes it will be added in October.

Website Project Queue

Rich Olsen stated that many departments are moving toward the new look and feel, and they are in active development. The Department of Agriculture is really moving with this concept.

Portal Metrics

Rich Olsen reported that August is typically a slower month, and hits to Colorado.gov were down by about two to three hundred thousand hits. This was to be expected, however.

Rich Olsen also noted that the Great Colorado Payback had over eight thousand hits, whereas the previous month there were only five thousand hits.

Financials

Rich Olsen noted that revenues dropped significantly over the summer, but it isn't very concerning because it's typical for summer months and holidays. Rich noted that he has seen the trend for years, and he wanted to make sure the Board didn't see it as a red flag.

Marketing

Marketing over the last month consisted of the Google press release, a press release for Greg Jenik's reappointment, and the NIC Partner Conference.

Rich Olsen noted that someone called him from a small town where the woman who runs the news tabloid said that there are a lot of people with the last name Jenik in the town. She wanted to know if there was any relation so she could decide if she wanted to run the story.

Project Costs

Rich Olen stated that projects do not cost the state anything, but he just wants to give the Board a good quantifiable number.

IV. Additional Discussion

Colorado Interactive Audit Requirement

Gregg Rippy stated that SIPA requires CI to be audited each year. He stated that the audit was completed, and there are copies of the audit report for any Board member who would like one.

Cyber Trust

Gregg Rippy stated that NIC hired Cyber Trust for ongoing security on all the portals. Cyber Trust presented where NIC is going with their security measures at the NIC Partner conference. Cyber Trust will do an annual audit on all of the portals. Gregg Rippy noted that as we go out and talk to people about the portal, they often ask about security measures. Cyber Trust will do a third party audit on all the portals, and therefore they will be able to say exactly how secure the portal is. Gregg Rippy noted that the Colorado portal will get a very strong look at its security next quarter, and the reports can be given to the Board. He noted that the report would probably be given in an executive committee. There will be a summary report in the general session, but if there are vulnerabilities the Board will know about them.

Rich Olsen added that the audit doesn't take place of security scans and DSS (credit card) audits.

eFort

Brian Balay stated that the Department of State is having a function at the eFort. It's an open house event, and Gigi Dennis will take the podium and say a few words. He added that they want to give an opportunity for people to see the facilities. There will be food and giveaways.

Rich Olsen added that he took a tour last month, and the facility is very impressive.

V. Agenda Items for Next Meeting

None specific.

Next meeting is scheduled for:
Thursday, October 5, 2006
1:30 p.m. – 4:00 p.m.
Legislative Services Building

200 E. 14th Ave.
Hearing Room A, 1st Floor
Denver, CO

VI.   Adjournment

The meeting adjourned at 2:30 pm.